



## Facilities and Operations **POLICY**

Applies to:	<b>Marshall University Facilities and Operations</b>
Title:	<b>Call Out Procedure</b>
Number:	<b>MU-FO-01.02</b>
Effective Date:	07/01/2020
Last Revision Date:	N/A

**PURPOSE:** Procedure for the weekly on call list.

**SCOPE:** This procedure applies to all Facilities and Operations employees.

**REFERENCES:** N/A

**DISCUSSION:** Facilities and Operations maintains a weekly emergency call out list. The call out list rotates personnel from each trade, to provide emergency points of contact for unforeseen maintenance issues that may arise during non-work hours. It is the responsibility of the shop Supervisor/Manager to ensure that the Facilities and Operations office is aware of any changes that need to be addressed in regards to properly staffing the call out list, and that current contact phone numbers are correct. Shop Managers/Supervisors are responsible for communicating to their staff who is on call each week. Participation in the call out list is mandatory for all classified non-exempt employees of the Facilities and Operations. Classified exempt and Non-Classified employees may be required to participate at the discretion of their Manager.

**A. UN-SCHEDULED CALL-OUT:**

- A weekly Call Out Sheet is generated each week listing employees who are on call for their respective departments.
- Employees who are listed on the Call Out Sheet are expected to be available if/when they are called out as this is a condition of their employment.
- Employees are expected to make every effort to monitor their phones on off-shift hours in the event a call out is needed.
- Employees who are called out to work on an un-scheduled shift will receive a minimum of 4 hour call out pay. Work performed beyond 4 hours will receive hour for hour pay.

**B. SCHEDULED CALL-OUT:**

- Employees who are scheduled for work on an off-shift (not on their regular scheduled shift) will receive a minimum of 2 hours pay, however employees must be actively engaged in work for the entire time.



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- Managers/Supervisors who schedule employees for work to be performed off-shift are required to give 24-hour notice to the employee. Scheduled work on an off-shift with less than 24-hour notice will be considered as an Un-Scheduled Call-Out and employee will receive a minimum of 4 hour call out pay.

### **REVISION HISTORY:**

- 07/01/2020 – Initial Revision